



# NEW APPLICATION

1550 West Deer Valley Road  
Phoenix, AZ 85027



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AZ CORP COMMISSION  
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December 15, 2010

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Arizona Corporation Commission  
1200 West Washington Street  
Phoenix, Arizona 85007

T-03471A-10-0498

Re: Cox Arizona Telcom, L.L.C. ("Cox") Tariff Revisions  
Docket Number T-03471A

To Whom It May Concern:

Pursuant to A.R.S. §§ 40-365, 40-367 and A.C.C. R14-2-1109, Cox hereby files for an original and thirteen copies of revised pages to its Local Exchange tariffs, which was approved by the Arizona Corporation Commission ("Commission") on July 2, 1997 in Decision Number 60285.

Revisions to the Cox Local Exchange tariff are as follows:

Revised Pages	Description of Change
2, 3, 4 & 5	Revise Check Sheets.
38, 48, 60, 61, 62 - 62.3, 63 - 66, 85, 91, 92, 92.0.3, 92.0.10, 92.0.12, 92.9, 95, 99, 101, 106, 107.1, 108, 109, 116, 117, 118	Add/Revise Max rates

Cox respectfully requests that these revisions become effective on March 15, 2011.

If you have any questions or comments, please do not hesitate to contact me.

Sincerely,

Mark A. DiNunzio  
Director AZ Regulatory Affairs  
(623) 328-3252

Arizona Corporation Commission  
**DOCKETED**

DEC 15 2010

Attachment

cc: Martin Corcoran

DOCKETED BY	nr
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**CHECK SHEET**

All pages of this tariff are effective as of the date shown. Original and revised pages, as named below, comprise all changes from the original tariff in effect on the date indicated.

<b>PAGE</b>	<b>REVISION</b>	<b>PAGE</b>	<b>REVISION</b>
Title Page	2 <sup>ND</sup> Revised	16	2 <sup>ND</sup> Revised
2*	74 <sup>TH</sup> Revised	17	Original
3*	27 <sup>TH</sup> Revised	18	2 <sup>ND</sup> Revised
4*	39 <sup>TH</sup> Revised	19	1 <sup>ST</sup> Revised
5*	43 <sup>RD</sup> Revised	20	1 <sup>ST</sup> Revised
6	3 <sup>RD</sup> Revised	21	1 <sup>ST</sup> Revised
7	3 <sup>RD</sup> Revised	22	Original
8	Original	23	Original
9	Original	24	Original
10	1 <sup>ST</sup> Revised	25	1 <sup>ST</sup> Revised
11	2 <sup>ND</sup> Revised	26	Original
12	1 <sup>ST</sup> Revised	27	2 <sup>ND</sup> Revised
13	Original	28	Original
14	4 <sup>TH</sup> Revised	29	4 <sup>TH</sup> Revised
15	3 <sup>RD</sup> Revised	29.1	1 <sup>ST</sup> Revised
		30	3 <sup>RD</sup> Revised

(\*) Denotes new or revised page.

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<b>PAGE</b>	<b>REVISION</b>	<b>PAGE</b>	<b>REVISION</b>
31	Third Revised	46	Second Revised
32	Second Revised	47	First Revised
33	Original	47.1	First Revised
34	First Revised	47.2	First Revised
35	Original	48*	Third Revised
36	First Revised	49	Original
37	Original	50	Second Revised
38*	Fourth Revised	51	Third Revised
39	Second Revised	51.1	Original
39.1	First Revised	52	Original
39.2	Original	53	First Revised
39.3	Original	54	Second Revised
39.4	Original	55	Original
39.5	Original	56	First Revised
40	First Revised	57	First Revised
41	Second Revised	58	Third Revised
42	First Revised	59	Third Revised
43	First Revised	59.0.1	Original
44	First Revised	59.1	Fourth Revised
45	First Revised	60*	Thirteenth Revised

(\*) Denotes new or revised page.

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Issued By: Martin Corcoran  
 Director, Tariff Development  
 Cox Communications, Inc.  
 1400 Lake Hearn Drive,  
 Atlanta, GA 30319

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<b>PAGE</b>	<b>REVISION</b>	<b>PAGE</b>	<b>REVISION</b>
61*	9 <sup>TH</sup> Revised	81.1	1 <sup>ST</sup> Revised
62*	11 <sup>TH</sup> Revised	81.2	1 <sup>ST</sup> Revised
62.1*	7 <sup>TH</sup> Revised	81.3	1 <sup>ST</sup> Revised
62.2*	8 <sup>TH</sup> Revised	81.4	1 <sup>ST</sup> Revised
62.3*	7 <sup>TH</sup> Revised	81.5	1 <sup>ST</sup> Revised
63*	7 <sup>TH</sup> Revised	81.6	1 <sup>ST</sup> Revised
64*	3 <sup>RD</sup> Revised	81.7	1 <sup>ST</sup> Revised
65*	2 <sup>ND</sup> Revised	81.8	2 <sup>ND</sup> Revised
66*	3 <sup>RD</sup> Revised	82	3 <sup>RD</sup> Revised
67	2 <sup>ND</sup> Revised	83	2 <sup>ND</sup> Revised
68	1 <sup>ST</sup> Revised	84	2 <sup>ND</sup> Revised
69	Original	85*	4 <sup>TH</sup> Revised
70	2 <sup>ND</sup> Revised	86	1 <sup>ST</sup> Revised
71	2 <sup>ND</sup> Revised	87	1 <sup>ST</sup> Revised
72	2 <sup>ND</sup> Revised	88	1 <sup>ST</sup> Revised
73	2 <sup>ND</sup> Revised	89	1 <sup>ST</sup> Revised
74	2 <sup>ND</sup> Revised	90	2 <sup>ND</sup> Revised
75	2 <sup>ND</sup> Revised		
76	2 <sup>ND</sup> Revised		
77	2 <sup>ND</sup> Revised		
78	2 <sup>ND</sup> Revised		
79	2 <sup>ND</sup> Revised		
80	2 <sup>ND</sup> Revised		
81	2 <sup>ND</sup> Revised		

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## CHECK SHEET

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PAGE	REVISION	PAGE	REVISION	PAGE	REVISION
91*	6 <sup>th</sup> Revised	92.19	1 <sup>ST</sup> Revised	120	Original
92*	8 <sup>TH</sup> Revised	92.20	1 <sup>ST</sup> Revised	121	Original
92.0.1	3 <sup>RD</sup> Revised	92.21	1 <sup>ST</sup> Revised	122	Original
92.0.2	2 <sup>ND</sup> Revised	92.22	2 <sup>ND</sup> Revised	123	Original
92.0.2.1	Original	92.23	1 <sup>ST</sup> Revised	124	Original
92.0.2.2	Original	93	2 <sup>ND</sup> Revised	125	Original
92.0.3*	5 <sup>TH</sup> Revised	94	2 <sup>ND</sup> Revised	126	Original
92.0.4	3 <sup>RD</sup> Revised	95*	2 <sup>ND</sup> Revised	127	Original
92.0.5	3 <sup>RD</sup> Revised	96	1 <sup>ST</sup> Revised	128	Original
92.0.6	4 <sup>TH</sup> Revised	97	1 <sup>ST</sup> Revised	129	Original
92.0.7	1 <sup>ST</sup> Revised	98	1 <sup>ST</sup> Revised	130	Original
92.0.8	1 <sup>ST</sup> Revised	99*	6 <sup>TH</sup> Revised	131	Original
92.0.9	1 <sup>ST</sup> Revised	100	Original	132	Original
92.0.9.1	Original	101*	2 <sup>ND</sup> Revised	133	Original
92.0.9.2	Original	102	2 <sup>ND</sup> Revised	134	Original
92.0.10*	1 <sup>ST</sup> Revised	102.0.1	4 <sup>TH</sup> Revised	135	Original
92.0.11	Original	102.1	3 <sup>RD</sup> Revised	136	Original
92.0.12*	1 <sup>ST</sup> Revised	102.2	Original	137	Original
92.1	1 <sup>ST</sup> Revised	103	2 <sup>ND</sup> Revised	138	1 <sup>ST</sup> Revised
92.2	1 <sup>ST</sup> Revised	104	1 <sup>ST</sup> Revised	139	Original
92.3	1 <sup>ST</sup> Revised	105	1 <sup>ST</sup> Revised	140	Original
92.4	1 <sup>ST</sup> Revised	105.1	1 <sup>ST</sup> Revised	141	Original
92.5	1 <sup>ST</sup> Revised	106*	4 <sup>TH</sup> Revised	142	Original
92.6	1 <sup>ST</sup> Revised	107	4 <sup>TH</sup> Revised	143	Original
92.7	1 <sup>ST</sup> Revised	107.1*	1 <sup>ST</sup> Revised	144	Original
92.8	3 <sup>RD</sup> Revised	108*	1 <sup>ST</sup> Revised	145	Original
92.9*	7 <sup>TH</sup> Revised	109*	2 <sup>ND</sup> Revised	146	Original
92.10	3 <sup>RD</sup> Revised	110	Original	147	Original
92.11	3 <sup>RD</sup> Revised	111	4 <sup>TH</sup> Revised	148	Original
92.12	4 <sup>TH</sup> Revised	112	4 <sup>TH</sup> Revised	149	Original
92.12.1	1 <sup>ST</sup> Revised	113	3 <sup>RD</sup> Revised	150	Original
92.13	1 <sup>ST</sup> Revised	114	4 <sup>TH</sup> Revised	151	Original
92.14	1 <sup>ST</sup> Revised	115	3 <sup>RD</sup> Revised	152	Original
92.15	1 <sup>ST</sup> Revised	116*	4 <sup>TH</sup> Revised	153	Original
92.16	2 <sup>ND</sup> Revised	117*	6 <sup>TH</sup> Revised	154	Original
92.17	2 <sup>ND</sup> Revised	118*	2 <sup>ND</sup> Revised	155	Original
92.18	1 <sup>ST</sup> Revised	119	1 <sup>ST</sup> Revised		

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**LOCAL EXCHANGE SERVICE**

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**SECTION 2 - Regulations, cont'd.**

**2.5 Payment Arrangements, cont'd.**

**2.5.2 Billing and Collection of Charges**

Bills will be rendered monthly to Customer.

1. All service, installation, monthly Recurring Charges and Non Recurring Charges are due and payable upon receipt.
2. The Company shall present bills for Recurring Charges monthly to the Customer, in advance of the month which service is provided. Charges based on measured or message usage will be included on the next invoice rendered following the end of the billing period in which the usage occurs, and will be due and payable within 30 days after the invoice is mailed.
3. For new customers or existing customers whose service is disconnected, the charge for the fraction of the month in which service was furnished will be calculated on a pro rata basis. For this purpose, every month is considered to have 30 days.
4. Amounts not paid within 18 days after the date of invoice are considered past due. If the entire balance is not paid by the due date, a late payment charge of 1.5% per month will be assessed on the unpaid balance.
5. Payments presented for services or equipment, and subsequently returned to the Company by the Customer's financial institution for "Non-Sufficient Funds" (NSF) or other reasons will incur a nonrecurring charge of \$25.00 per item, **with a max rate of \$35.00.** (N)

A Customer will be placed on a "cash only" basis upon receipt of two (2) returned payments within a twelve (12) month period of time. "Cash only" is herein defined as Cashier's Checks, U.S. currency, or money orders.

Receipt of a subsequently dishonored negotiable instrument in response to a notice of discontinuance shall not constitute payment of a Customer's account and the Company will not be required to issue additional notice prior to discontinuance. However, three (3) banking days must be allowed for redemption of such instrument.

6. For Customers provisioned under a term agreement and service is terminated prior to the expiration of the term commitment, Early Termination Charges will apply. Early Termination Charges are due and payable effective as of the termination date. For details, see Section 2.7.

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LOCAL EXCHANGE SERVICE

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SECTION 2 - Regulations, cont'd.

2.6 Allowances for Interruptions of Service

- 2.6.1 Credit for interruptions: Unless otherwise specified, when the use of service or facilities furnished by the Company is interrupted due to any cause other than the negligence or willful act of the Customer, or the operation or failure of the facilities or equipment provided by the Customer, a pro rata adjustment of the Monthly Recurring Charges subject to interruption will be allowed for the service and facilities rendered useless and inoperative by reason of the interruption whenever said interruption continues for a period of 24 hours or more from the time the interruption is reported to or known to exist by the Company, except as otherwise specified in the Company's tariffs. If the Customer reports a service, facility or circuit to be inoperative but declines to release it for testing and repair, it is considered to be impaired, but not interrupted.

For calculating credit allowances, every month is considered to have 30 days. A credit allowance is applied on a pro rata basis against the Monthly Recurring Charges specified herein for Local Line or Local Trunk Service and is dependent upon the length of the interruption. Only those facilities on the interrupted portion of the circuit will receive a credit. Credit allowances for service outages that exceed 24 hours in duration will be rounded up to the next whole 24 hours.

The Company may provide products or services up to a \$25 value, **with a max rate of \$50**, as a gesture of goodwill whenever the Company deems it appropriate to compensate a Residential Customer for Customer's inconvenience.

In the first 12 months after installation, if a Residential Customer is not completely satisfied with Cox Telephone Service, the Company will refund the first month's Monthly Recurring Charges on the Primary Line, excluding local toll and long distance charges. Additionally, Company offers an On Time Guarantee to its Customers that guarantees if a Cox technician or agent does not arrive within the prearranged four hour service window for an installation or service call, Company will credit the Customer's account \$20.00 on the next bill cycle.

**LOCAL EXCHANGE SERVICE**

**SECTION 3 - Service Descriptions, cont'd.**

**3.1.2 Local Exchange Service, cont'd.**

**2. Local Line, Rates and Charges**

A Local Line Customer will be charged applicable Non-Recurring Charges (NRCs), monthly Recurring Charges as specified in Sections 3.1.2.2.(a) and 3.1.2.2.(b) respectively.

<b>(a) Non-Recurring Charge</b>	<b><u>Residential</u></b>		<b><u>Business</u></b>		<b><u>Home Office</u></b>		
Line Connection Charge <sup>1</sup> per line	<u>Current</u>	<u>Max</u>	<u>Current</u> <sup>β</sup>	<u>Max</u>	<u>Current</u>	<u>Max</u>	
Lines 1-8 <sup>3</sup>	\$19.95	\$40.00	\$45.00	\$100.00(I)	\$45.00	\$50.00	(I)
when bundled	\$ 9.95	<b>\$40.00</b>					(I)
Reconnect	\$20.00	\$40.00					
FastConnect <sup>ϕ</sup>	\$19.95	\$40.00					
when bundled	\$19.95	\$40.00					
Transfer of Service <sup>Δ</sup>	\$19.95	\$40.00	\$0.00	<b>\$75.00(N)</b>			(N)
Premium Service Connect <sup>ψ</sup>	\$14.95	\$40.00					
Seasonal Service	\$0.00	<b>\$40.00</b> (I)	\$25.00	\$25.00			(I)
Account Changes (per number after initial per billing record change	\$10.00	<b>\$20.00</b> (I)	\$20.00	<b>\$50.00</b> (I)	\$20.00	\$20.00	(I)
PIC-2 Change (per line - initial set-up) after initial set-up*	\$5.00	N/C <b>\$10.00</b> (I)	\$5.00	N/C <b>\$10.00</b> (I)	\$5.00	\$5.00	(I)
Line Restoral Charge (per line)	\$ 0.00	<b>\$20.00</b> (I)	\$25.00	<b>\$75.00</b> (I)	\$25.00	\$25.00	(I)

- Waive PIC change charge if Cox Long Distance is selected.

<sup>1</sup> A reduced charge of one-half the non-recurring rate is available for the initial connection of service for those eligible under Link Up America Assistance Plan. (See Section 6.1)

<sup>β</sup> New Cox Customers who port their numbers to Cox from another carrier will have the Business Cox Connection Charge (as stated above) waived. Customers adding new lines in addition to their ported lines (non-porting lines) will be subject to the tariffed installation rate.

<sup>3</sup> Line connection charge for the initial establishment of service includes connection of up to four lines per account. Each line thereafter will be charged the current rate as set forth above.

<sup>ϕ</sup> FastConnect is an optional Line Connection service offered in situations where the customer need not be at home to complete the service installation.

<sup>Δ</sup> Transfer of Service is a relocation of service within the Cox service area.

<sup>ψ</sup> Premium Service install is offered to customers that subscribe to an access line, the Solutions Package and an optional LD call plan with an associated monthly recurring charge.



**LOCAL EXCHANGE SERVICE**

**SECTION 3 - Service Descriptions, cont'd.**

**3.1 Local Exchange Service, cont'd.**

**3.1.2.2 Local Line, Rates and Charges, cont'd.**

**(a) Monthly Recurring Charges**

**Residential Rates:**

<b>Local Access Line Flat-Rate Service</b>	<b>Current Rate</b>	<b>Maximum Rate</b>	
<b>Standard Service</b>	\$13.00	<b>\$20.00</b>	(I)
Additional lines	\$13.00	<b>\$20.00</b>	(I)
<b>Combination Service</b>	\$11.75	<b>\$20.00</b>	(I)
Second line	\$11.75 (I)	<b>\$20.00</b>	(I)
Additional lines	\$11.75	<b>\$20.00</b>	(I)
<b>Seasonal Service<sup>β</sup></b>	\$8.50	<b>\$20.00</b>	(I)
<b>Simply Three Package<sup>◇</sup></b>	\$19.95	<b>\$30.00</b>	(I)

<sup>β</sup> For description of Seasonal Service, see Section 7.2, page 106.

<sup>◇</sup> Simply Three Package consists of an access line, Call Waiting ID and Voice Mail.

**LOCAL EXCHANGE SERVICE**

**SECTION 3 - Service Descriptions, cont'd.**

**3.1 Local Exchange Service, cont'd.**

**3.1.2.2 Local Line, Rates and Charges, cont'd**

<b>(c.1) Residential Calling Features (per-line equipped)</b>	<b>Monthly Rate</b>	<b>Monthly Max Rate</b>	<b>Per Use<sup>2</sup></b>	<b>Max Per Use</b>	<b>NRC<sup>3</sup></b>	<b>MAX NRC</b>
Basic Calling Features						
Anonymous Call Rejection *	Free	\$0.00			N/C	
Busy Line Redial*	2.75	<b>7.50(I)</b>	0.75	<b>3.00(N)</b>	10.00	<b>20.00(N)</b>
Call Forwarding*	2.75	<b>5.50(I)</b>			10.00	<b>20.00(N)</b>
Call Forwarding - Busy*	2.75	<b>7.50(I)</b>			10.00	<b>20.00(N)</b>
Call Forwarding - Don't Answer*	2.75	<b>7.50(I)</b>			10.00	<b>20.00(N)</b>
Call Forwarding - Remote Access	2.75	<b>7.50(I)</b>			10.00	<b>20.00(N)</b>
Call Return*	2.75	<b>7.50(I)</b>	0.75	<b>3.00(N)</b>	10.00	<b>20.00(N)</b>
Distinctive Ringing	2.75	<b>7.50(I)</b>			10.00	<b>20.00(N)</b>
Long Distance Alert*	2.75	<b>7.50(I)</b>			10.00	<b>20.00(N)</b>
Priority Ring*	2.75	<b>7.50(I)</b>			10.00	<b>20.00(N)</b>
Selective Call Acceptance*	2.75	<b>7.50(I)</b>			10.00	<b>20.00(N)</b>
Selective Call Forwarding*	2.75	<b>7.50(I)</b>			10.00	<b>20.00(N)</b>
Selective Call Rejection*	2.75	<b>7.50(I)</b>			10.00	<b>20.00(N)</b>
Speed Calling - 8*	2.75	<b>7.50(I)</b>			10.00	<b>20.00(N)</b>
Three-Way Calling*	2.75	<b>7.50(I)</b>	0.75	<b>3.00(N)</b>	10.00	<b>20.00(N)</b>
Toll Restriction <sup>4</sup>	2.75	<b>7.50(I)</b>			N/C	
Custom Calling Features						
Caller ID*	5.95	<b>12.00(I)</b>			10.00	<b>20.00(N)</b>
Call Waiting*	4.95	<b>10.00(I)</b>			10.00	<b>20.00(N)</b>
Call Waiting ID*	7.95	<b>15.00(I)</b>			10.00	<b>20.00(N)</b>
Privacy Control	3.95	<b>5.00(I)</b>			10.00	<b>20.00(N)</b>
Feature Packages						
Solution Package	14.95	<b>20.00(I)</b>			10.00	<b>20.00(N)</b>
Miscellaneous Features						
Remote Call Forwarding	17.00	<b>30.00(I)</b>			30.00	<b>40.00(N)</b>
Call Trace - per use	N/A	N/A	2.75	<b>15.00(N)</b>	N/C	

<sup>2</sup> Per Use charges will not exceed the charges for seven uses per billing period.

<sup>3</sup> Only one Non-Recurring charge will apply when a Customer purchases more than one feature in a single order. For Calling Features connected during initial service installation, the Non-Recurring Charge will be waived.

\* Denotes features included with the Solution Package.

<sup>4</sup> For a description of Toll Restriction, see section 7.1, page 110.

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**LOCAL EXCHANGE SERVICE**

**SECTION 3 - Service Descriptions, cont'd.**

**3.1.2 Local Exchange Service, cont'd.**

**2. Local Line, Rates and Charges, cont'd**

**C.2 Connection Packages**

**1. Cox Connection-60<sup>(sm)</sup> Package<sup>†</sup>**

Where facilities and operating conditions permit, the Connection Packages will be offered to Residential Customers. The Cox Connection-60 Package is a bundled package of direct-dial local and long distance telephone services. The package includes a local access line, the Solution feature package, 60 minutes of long distance service, and the Simply Five Saving Plan. The eligibility condition of the U.S. Saving Plan requires that the Customer select Cox long distance for both PIC and LPIC elections. The following services are included in the package.

1. One (1) Local Access Line,
2. Solutions feature package,
3. 60 minutes of long distance service, and
4. Simply Five Savings Plan, five cents per minute long distance calling plan.

	<u><b>Current</b></u>	<u><b>Maximum</b></u>	
Monthly Recurring Charge:	\$29.95	\$40.00(N)	(T)
Non-Recurring Charge*			(N)

**2. Reserved for future use.**

<sup>†</sup> Service is limited to one (1) Connection Package per account.

\* Non-Recurring Line Connection Charges as specified in Section 3.1.2.2(a) apply for initial service establishment, additional lines and transfers of service. Non-Recurring Account Change Charges as specified in Section 3.1.2.2(a) apply to Customers upgrading to Connection-60 or Connection-90 Packages on existing Local Access Lines.

**LOCAL EXCHANGE SERVICE**

**SECTION 3 - Service Descriptions, cont'd.**

**3.1.2 Local Exchange Service, cont'd.**

**2. Local Line, Rates and Charges, cont'd**

**C.2 Connection Packages, cont'd.**

**3. Cox Unlimited Connection<sup>(sm)</sup> Package**

**General**

Where facilities exist and operating conditions permit, the Cox Unlimited Connection<sup>(sm)</sup> Package will be offered to Residential Customers. The package is a bundled of local and long distance telephone services. An eligibility condition of the package requires that the Customer select Cox LD for both PIC and LPIC elections. The following services are included in the package:

1. A local access line,
2. The Solution Feature Package,
3. Unlimited residential minutes of direct dial long distance service, and
4. Voice Mail, optional.

**Terms and Conditions**

1. The Cox Unlimited Connection<sup>(sm)</sup> Package Monthly Recurring Charge will be billed in advance, and will apply the first billing period after ordering the service.
2. Cox Unlimited Connection<sup>(sm)</sup> does not permit the Customer to place business calls.
3. International toll calls are not included with this package.
4. If usage under this plan is not consistent with typical Residential Customer usage, at the Company's sole discretion, the Company may offer the Customer an alternative plan or suspend, restrict or cancel Customer's service without prior notice. Calls that are not consistent with typical Residential voice use include but are not limited to: non-voice services, use for general business purposes, commercial facsimile, auto-dialing, resale, call centers and telemarketing. Callers must dial 1+ area code + 7-digit telephone number for the call to be included in the Cox Unlimited plan. This is a flat rate call plan; call detail is not available with this plan. Customers must subscribe to Cox Long Distance and also to the Company's local exchange service. This plan is available to Customers on a per-line basis and will be provisioned only on the Primary Line. Unlimited service is reserved for direct-dialed long distance calls and does not include multi-party conference calls or multi-party chat lines, calls to 900 numbers, directory assistance, per-use feature calling, calling card, operator services, international calling and toll free calling services; such calls are subject to additional charges. Taxes, fees and other charges apply.

**Rates and Charges**

Monthly Recurring Charge  
Non-Recurring Charge\*

**Current**

\$39.95

**Maximum**

\$60.00 (I)

(I)

\* Non-Recurring Line Connection Charges as specified in Section 3.1.2.2(a) apply for initial service establishment, additional lines and transfers of service.

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**LOCAL EXCHANGE SERVICE**

**SECTION 3 - Service Descriptions, cont'd.**

**3.1.2 Local Exchange Service, cont'd.**

**2. Local Line, Rates and Charges, cont'd.**

**(d.1) Monthly Recurring Charge - Business**

**Business Line Rates:**

Local Access Line Flat-Rate Service		Business	Max Rate	Home Office	Max Rate	
Per Business Line <sup>¶</sup>						
Month-to-Month		\$32.00	\$60.00(I)	\$30.00	\$30.00	(I)
1 Year <sup>ψ</sup>		\$30.00	\$60.00(I)	\$28.00	\$30.00	(I)
2-Year <sup>ψ</sup>		\$30.00	\$60.00(I)	\$28.00	\$30.00	(I)
3-Year <sup>ψ</sup>		\$30.00	\$60.00(I)	\$28.00	\$30.00	(I)
4-Year <sup>ψ</sup>		\$30.00	\$60.00(I)	\$28.00	\$30.00	(I)
5-Year <sup>ψ</sup>		\$28.00	\$60.00(I)	\$26.00	\$30.00	(I)
Local Access Line Measured-Rate						
Measured Service		\$15.00	\$30.00(I)	N/A	N/A	(I)
Per Minute		\$0.10	\$0.30(I)	N/A	N/A	(I)
Seasonal Service <sup>β</sup>		\$9.00	\$40.00(I)	N/A	N/A	(I)
Cox Utility Line <sup>♦</sup>		\$22.00	\$50.00(I)	22.00	30.00	(I)

<sup>¶</sup> Non-Profit businesses, organized under IRS Code 501(c)3, are eligible to receive an \$8 discount off the monthly recurring charges for a month-to-month flat rate business line with a minimum two-year term commitment for telephone service and a current subscription to a Cox Affiliated Company's service. The Non-Profit discount is not to be used with any other discount offer or promotion.

<sup>ψ</sup> Pricing effective September 1, 2010 applies to new Customers only. Customers currently under contract will be assessed the rates pursuant to their current contract. All term contracts will include, at no additional charge for the duration of the contract, three standard features: Call Forwarding, Call Waiting, and Caller ID, or a choice of the following features: Call Forwarding, Call Waiting, Caller ID, Call Forward-Busy, Call Forward-No Answer, 3-Way Calling, Call Transfer, Speed Call 30, Hunting\*, Call Forwarding-Busy/No Answer and Call Waiting ID. Offer not available on month-to-month service.

\*Hunting is not offered with Call Waiting, Call Forward-Busy or Call Forward-No Answer.

<sup>β</sup> For description of Seasonal Service, see Section 7.2, page 106.

♦ The Cox Utility Line is a line with no features or directory listing. It can be used as a fax or modem line. The Customer must have at least one regular Business Line on the account to qualify for this offering.

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**LOCAL EXCHANGE SERVICE**

**SECTION 3 - Service Descriptions, cont'd.**

**3.1 Local Exchange Service, cont'd.**

**3.1.2.2 Local Line, Rates and Charges, cont'd.**

<b>(d.2) Business Optional Features</b>	<b>MRC<sup>Δ</sup></b>	<b>MRC MAX</b>	<b>NRC<sup>♦</sup></b>	<b>NRC Max</b>	
(per line equipped)	( \$ )	( \$ )	( \$ )	( \$ )	
Anonymous Call Rejection	N/C		N/C		
Auto Ring-Down Service	3.50	<b>12.00(I)</b>	13.00	<b>30.00(I)</b>	
Busy Line Redial	3.50	<b>12.00(I)</b>	13.00	<b>30.00(I)</b>	
Call Forwarding	3.50	<b>12.00(I)</b>	13.00	<b>30.00(I)</b>	
Call Forwarding - Busy	3.50	<b>12.00(I)</b>	13.00	<b>30.00(I)</b>	
Call Forwarding - Don't Answer	3.50	<b>12.00(I)</b>	13.00	<b>30.00(I)</b>	
Call Forwarding - Busy/Don't Answer	5.50	<b>17.00(I)</b>	13.00	<b>30.00(I)</b>	
Call Forwarding - Remote Access	3.50	<b>12.00(I)</b>	13.00	<b>30.00(I)</b>	
Call Return	3.50	<b>12.00(I)</b>	13.00	<b>30.00(I)</b>	
Call Transfer	3.50	<b>12.00(I)</b>	13.00	<b>30.00(I)</b>	
Call Waiting	7.00	<b>21.00(I)</b>	13.00	<b>30.00(I)</b>	
Call Waiting ID	12.00	<b>36.00(I)</b>	13.00	<b>30.00(I)</b>	
Caller ID	7.00	<b>21.00(I)</b>	13.00	<b>30.00(I)</b>	
Distinctive Ringing	3.50	<b>12.00(I)</b>	13.00	<b>30.00(I)</b>	
Long Distance Alert	3.50	<b>12.00(I)</b>	13.00	<b>30.00(I)</b>	
Priority Ring	3.50	<b>12.00(I)</b>	13.00	<b>30.00(I)</b>	
Remote Call Forwarding (RCF) <sup>*</sup>	17.00	<b>50.00(I)</b>	30.00	<b>90.00(I)</b>	
RCF Additional Paths <sup>*</sup>	17.00	<b>50.00(I)</b>	30.00	<b>90.00(I)</b>	
Selective Call Acceptance	3.50	<b>12.00(I)</b>	13.00	<b>30.00(I)</b>	
Selective Call Forwarding	3.50	<b>12.00(I)</b>	13.00	<b>30.00(I)</b>	
Selective Call Rejection	3.50	<b>12.00(I)</b>	13.00	<b>30.00(I)</b>	
Speed Calling - 8	3.50	<b>12.00(I)</b>	13.00	<b>30.00(I)</b>	
Speed Calling - 30	4.25	<b>13.00(I)</b>	13.00	<b>30.00(I)</b>	
Six-Way Calling	4.25	<b>13.00(I)</b>	13.00	<b>30.00(I)</b>	
Three-Way Calling	3.50	<b>12.00(I)</b>	13.00	<b>30.00(I)</b>	
Business Value Package	12.95	<b>30.00(I)</b>	13.00	<b>30.00(I)</b>	
Business ID Package	17.95	<b>50.00(I)</b>	13.00	<b>30.00(I)</b>	
Business Solution Package	21.95	<b>60.00(I)</b>	13.00	<b>30.00(I)</b>	

<sup>Δ</sup> Rates apply to Home Office Service offering as well as Business Service.

<sup>♦</sup> For Custom Calling Features ordered with initial service order, the Non-Recurring Charge will be waived.

<sup>\*</sup> The installation charge on RCF and RCF Paths will be waived when the Business Customer purchases or has an active Cox Business Telephone Line. This waiver applies to the first 10 RCFs; RCFs over 10 will be charged at the normal installation rate.

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**LOCAL EXCHANGE SERVICE**

**SECTION 3 - Service Descriptions, cont'd.**

**3.1 Local Exchange Service, cont'd.**

**3.1.3 Cox Connect Trunks**

Cox Connect Trunk(s) provides an On-Net Business Customer with voice-grade communication channel(s) to the Customer's Private Branch Exchange (PBX) or Hybrid Key System. Local Trunks can be provisioned as either analog or digital and will be provided in the following manner:

**1. Cox Connect Trunk**

Local Trunk-Basic can be used to carry one-way outbound traffic, one-way inbound or two-way traffic.

**(a) One-Way Outbound**

Provides the Customer with a single analog connection which is restricted to carry outbound traffic only.

**(b) One-Way Inbound or Two-Way**

Provides the Customer with a single analog connection which can carry one-way inbound or two-way traffic.

**1. Hunting Service**

Where facilities and operating conditions permit, hunting services are available to both residential and business Customers with two or more lines of service at the same location. Lines are arranged to accommodate busy line overflows to other lines in the hunt group.

Rates and Charges	<u>NRC</u>	<u>Monthly</u>	
Hunting, per line	\$13.00	\$3.50	
<b>Max Rate</b>	<b>\$13.00 (N)</b>	<b>\$3.50 (N)</b>	(N)

**(c) Cox Connect Trunk - Rates and Charges:**

A Cox Connect Trunk Customer will be charged applicable Non-Recurring Charges and monthly Recurring Charges as specified in Sections 3.1.3.1.(c).1 and 3.1.3.1.(c).2 respectively. Local Line charges are only offered on a flat rate service basis.

<b>1. Non-Recurring Charges</b>	<b>Current</b>	<b>Max</b>	
Line Connection (per Trunk)	\$50.00	<b>\$50.00(N)</b>	(T) (N)

**LOCAL EXCHANGE SERVICE**

**SECTION 3 - Service Descriptions, cont'd.**

**3.1 Local Exchange Service, cont'd.**

**3.1.3 Cox Connect Trunk, cont'd.**

**(c) Cox Connect Trunk - Rates and Charges, cont'd.**

**1. Non-Recurring Charges, cont'd.**

	<b>Account/Number Changes</b>		
	<u>Current</u>	<u>Max</u>	
( Per Billing Record Change)	\$20.00	\$ <b>50.00</b> (N)	(N)
Initial PIC-2 Change (per line) after initial set-up*	N/C 5.00	\$ <b>10.00</b> (N)	(N)
Line Restoral Charge <sup>3</sup> (per trunk)	\$25.00	\$ <b>75.00</b> (N)	(N)
Suspension of Service Restoral Charge (per trunk) (Applies for trunk restoral after Customer-initiated suspension.)	\$25.00	\$ <b>75.00</b> (N)	

**2. Monthly Recurring Charges**

Cox Connect Trunk (per trunk) Flat Rate	\$35.00	\$ <b>35.00</b> (N)	(N)
---	---------	---------------------	-----

\* Waive PIC change charge if Cox Long Distance is selected.

<sup>3</sup> If service is temporarily interrupted and payment is not received within 10 days following the interruption, the Company reserves the right to discontinue service. If service is discontinued and subsequently re-established, charges apply as for a new installation of service.



LOCAL EXCHANGE SERVICE

SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.3 Cox Connect Trunk, cont'd.

2. Direct Inward Dialing (DID)

Provides the Business Customer with Direct Inward Dialing over a single analog connection which can carry one-way, inbound traffic.

A Customer who orders DID will be charged applicable Non-Recurring Charges and monthly Recurring Charges as specified following. Rates for a volume of Numbers greater than 100 will be provided on an individual case basis.

(a) Rates and Charges<sup>4</sup>

	---NRC---		--Monthly--			
	<u>Current</u>	<u>Max</u>	<u>Recurring</u>	<u>Max</u>		
DID Service Each Line	\$50.00	\$50.00	\$45.00	\$45.00(N)	(N)	
DID Numbers (20 block)	\$20.00	\$50.00(I)	\$3.00	\$9.00(N)	(I/N)	
Block Compromise Charge <sup>5</sup>	\$00.00	\$450.00	N/A	N/A		

<sup>4</sup> In addition to the rates and charges identified above, the charges as specified for PBX Trunks in Section 3.1.3.1.(c) 1 & 2 would apply.

<sup>5</sup> Permanent removal of a telephone number from a sequential number group per sequential number block.

**LOCAL EXCHANGE SERVICE**

**SECTION 3 - Service Descriptions, cont'd.**

**3.1 Local Exchange Service, cont'd.**

**3.1.5 ISDN-PRI SERVICE**

**5. Rates and Charges, cont'd.**

<b>2. Rates</b>	<b><u>NRC</u></b> <b><u>(\$)</u></b>	<b><u>Monthly</u></b> <b><u>( \$ )</u></b>	
<b>a. Primary Rate Access Facility, each</b>	800	250	
<b>b. ISDN-PRI Configuration Options:</b>			
23B+D	700	300	
24B	700	300	
23B+Back-up D	700	350	
<b>c. Trunk Connection Types:</b>			
Call-By-Call Service selection	100	75	
Dedicated Services	50	45	
<b>d. Features:</b>			
<b>PRI 2 B-Channel Transfer</b>			
Per Facility (current rate)	100	25	
Per Facility (maximum rate)	300(I)	75(I)	(I)
<b>e. PRI Reconfiguration Charge</b>			
Trunk Change Charge, per PRI			
Change in D-channel configuration (23B+D; 24B; 23B+Back-up D)	300	N/A	
Max Rate	300(N)	N/A	(N)
<b>f. Individual Additional Telephone Numbers,</b>			
each number	25	3	
Max rate	75(N)	9(N)	(N)
<b>g. Bulk Facilities</b>			

The following rates apply for Bulk-rated PRI services for terms of 1 month to 5 years. The rate includes the access facility, configuration option (23B+D, 24B, or 23+D Backup), trunk connection type (DOD, DID, 2-way, Call-by-Call Selection), and 100 DID numbers.

	<b><u>NRC</u></b> <b><u>(\$)</u></b>	<b><u>Max NRC</u></b> <b><u>(\$)</u></b>	<b><u>MRC</u></b> <b><u>(\$)</u></b>	<b><u>Max MRC</u></b> <b><u>(\$)</u></b>
Month-to-Month	waived	\$1000	\$975	\$1200
1-Year Contract	waived	\$1000	\$950	\$1200
2-Year Contract	waived	\$1000	\$800	\$1200
3-Year Contract	waived	\$1000	\$775	\$1200
5-Year Contract	waived	\$1000	\$750	\$1200

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**LOCAL EXCHANGE SERVICE**

**SECTION 3 - Service Descriptions, cont'd.**

**3.1 Local Exchange Service, cont'd.**

**3.1.6 Message Telecommunications Service (MTS), cont'd.**

**3. Residential and Business Rates**

Cox will charge the following rate(s) without regard to mileage as follows:

	<u>Day</u>		<u>Evening</u>		<u>Night</u>		
	Curr	Max	Curr	Max	Curr	Max	
<u>Direct Dialed:</u>							
Residential per Minute	\$.10	\$.40(N)	\$.10	\$.40(N)	\$.10	\$.40(N)	(N)
Business Rate per 6-second increment	\$.01	\$.04(N)	\$.01(C)	\$.04(N)	\$.01(C)	\$.04(N)	(N)
<u>Operator Assisted:</u>							
per Minute	\$.25	\$.40(N)	\$.25	\$.40(N)	\$.25	\$.40(N)	(N)
<u>Calling Card:</u>							
Residential							
Rate per Minute		\$0.45		\$0.45		\$0.45	
Maximum per minute		\$0.75(I)		\$0.75(I)		\$0.75(I)	(I)
Business Rate							
Current per minute		\$0.20		\$0.20		\$0.20	
Maximum per minute		\$0.50(I)		\$0.50(I)		\$0.50(I)	(I)

**4. Time Periods Defined**

Day: 8:00 a.m. to, but not including, 5:00 p.m. - M - F  
Evening: 5:00 p.m. to, but not including, 11:00 p.m. - M - F  
Night: 11:00 p.m. to, but not including, 8:00 a.m. - M - F  
All day Saturday, Sunday and Holidays.

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**LOCAL EXCHANGE SERVICE**

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**SECTION 3 - Service Descriptions, cont'd.**

**3.1 Local Exchange Service, cont'd.**

**3.1.6 Message Telecommunications Service (MTS), cont'd.**

**5. Reserved**

**6. Optional Calling Plans**

**Cox U.S. Savings Plan**

This optional calling plan will provide Cox residential Customers a competitively price alternative choice to Cox standard long distance plan. The optional calling plan will be available to new and existing customers who choose Cox Long Distance for both PIC and LPIC. The plan includes all 50 states, Puerto Rico, and the U.S. Virgin Islands. The plan is a flat \$0.07 per minute all day, every day on direct dialed calls with a monthly recurring fee of \$3.95.

Monthly Charge: \$3.95

Per Minute: \$0.07

**Simply Five Savings Plan**

This optional calling plan will provide Cox Residential Customers a competitively price alternative choice to Cox standard long distance plan. The optional calling plan will be available to new and existing customers who choose Cox Long Distance for both PIC and LPIC. The plan includes all 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam and CNMI. The plan is a flat \$0.05 per minute all day, every day on direct dialed intrastate and interstate calls with a monthly recurring charge (MRC) of \$4.95. The MRC may be waived on a promotional basis.

	MRC	Max Rate
Monthly Charge:	\$1.99 (R)	\$4.95
Per Minute:	\$0.05	\$0.15 (N)

(N)

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**LOCAL EXCHANGE SERVICE**

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**SECTION 3 - Service Descriptions, cont'd.**

**3.1 Local Exchange Service, cont'd.**

**3.1.6 Message Telecommunications Service (MTS), cont'd.**

**6. Optional Calling Plans, cont'd.**

**Cox U.S. 250 Savings Plan**

This optional residential long distance calling plan provides Cox Customers a competitively priced alternative for moderate users of long distance service. The optional calling plan is available to new and existing customers who select Cox Local and Cox Long Distance, both PIC and LPIC. The plan includes calls to all 50 states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands. The plan has a monthly recurring charge of \$15.00, which includes up to 250 minutes of intrastate and interstate usage. Additional minutes over the included 250 will be assessed \$0.07 per minute all day, everyday on direct dialed calls.

**Cox U.S. 500 Savings Plan**

This optional residential long distance calling plan provides Cox Customers a competitively priced alternative for substantial users of long distance service. The optional calling plan is available to new and existing customers who select Cox Local and Cox Long Distance, both PIC and LPIC. The plan includes calls to all 50 states, the District of Columbia, Puerto Rico, and the U.S. Virgin Islands. The plan has a monthly recurring charge of \$25.00, which includes up to 500 minutes of intrastate and interstate usage. Additional minutes over the included 500 will be assessed \$0.05 per minute all day, everyday on direct dialed calls.

**Cox Online LD Plan**

The Cox Online LD Plan includes local toll (intrastate) calls if Cox Long Distance Service is selected as the service provider for local toll service. Customer must subscribe to Cox Digital Telephone service and this optional calling plan through the Cox online website to be eligible for subscription to the Online LD Plan. There is no monthly recurring charge for this plan. A per minute rate of 10 cents (**max rate of \$.40**) applies to direct dialed local toll usage. Additional charges apply for international, Calling Card, Directory Assistance, or Operator Services calls. Calls are billed in whole minute increments. Taxes, fees and other charges, including Universal Service Fund, apply to the usage charges assessed on this plan.

(N)  
(N)

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LOCAL EXCHANGE SERVICE

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SECTION 3 - Service Descriptions, cont'd.

3.1 Local Exchange Service, cont'd.

3.1.6 Message Telecommunications Service (MTS), cont'd.

1. Optional Calling Plans, cont'd.

**COX OFFICE SOLUTIONS MINUTE PAK**

200 Minutes of Long Distance Service

The Cox Office Solutions Minute Pak includes a block of 200 minutes of direct dialed interstate and intrastate long distance. The block of 200 minutes is shared among a Business Customer's access lines. Any unused minutes remaining at the end of the billing period will not carryover to the next billing period. Intrastate minutes will be billed at 5 cents per minute **and a max rate of \$0.15.**

(N)

	Current Rate	Maximum Rate	(T)
Monthly Recurring Charge	\$10.00	\$30.00 (N)	(T) (N)

**The Business Nickel Call Plan**

This Business call plan provides Cox Business Customers a competitively priced alternative to the standard long distance plan. The call plan is available to new and existing customers who choose Cox Long Distance for both PIC and LPIC. The plan is a flat \$0.05 per-minute all day, every day on direct dialed intrastate calls with no monthly recurring charge. Additionally, there is a complementary interstate call plan that includes state-to-state calls to all 50 states, the District of Columbia, Puerto Rico, the U.S. Virgin Islands, Guam and CNMI.

	Current Rate	Maximum Rate
Per six-second increment:	\$0.005	\$0.01

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**LOCAL EXCHANGE SERVICE**

**SECTION 3 - Service Descriptions, cont'd.**

**3.1 Local Exchange Service, cont'd.**

**3.1.6 Message Telecommunications Service (MTS), cont'd.**

**6. Optional Calling Plans, cont'd.**

**Cox Business Unlimited LD Call Plan, cont'd**

1. The Company may monitor the Customer's toll usage subject to this Plan. If the Customer uses the toll minutes under this Plan for outbound telemarketing, call centers or non-voice services, including but not limited to, data services or any other service listed below, the Customer will be presumed to be in violation of the usage restrictions of this Plan. It shall be the responsibility of the Customer to demonstrate to the Company that the usage is not in violation of the usage restrictions specified herein. Usage restrictions apply and may not be used in conjunction with the following:
  - a. Auto dialers, any type of automatic outbound dialing or predictive calling/dialing system
  - b. Call Center applications
  - c. Automatic Call Distribution (ACD) Systems
  - d. Long distance Internet access
  - e. Resale of unlimited minutes
  - f. PBX trunks or services
  - g. Non-square electronic key and hybrid telephone systems
  - h. Ground start line or trunks
  - i. ISDN services
  - j. Public telephone services
  - k. Public access smart-pay phones
  - l. The functional equivalent of any system listed above
2. If the Company determines that a Customer has failed to demonstrate that the usage is not in violation of any of the usage restrictions, the Customer is no longer eligible for this plan and the Company may immediately move the Customer's toll service to another plan offered under this tariff.

**Rates and Charges**

	<b>Standalone Service</b>	<b>Bundled Services</b>		
		<b>1 Year Term</b>	<b>2 Year Term</b>	<b>3 Year Term</b>
Cox Unlimited Call Plan	\$25.00	\$22.50	\$21.25	\$20.00
Max Rate	\$50.00(N)	\$45.00(N)	\$42.50(N)	\$40.00(N)

(N)

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**LOCAL EXCHANGE SERVICE**

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**SECTION 3 - Service Descriptions, cont'd.**

**3.1 Local Exchange Service, cont'd.**

**3.1.6 Message Telecommunications Service (MTS), cont'd.**

**7. Switched Toll Free Service**

**3. Basic Service**

Basic Service means Domestic Toll-Free Service established on the Company network providing termination for a call originated in the continental United States to a single Customer location either through switched or dedicated access. Nationwide Directory Assistance is a component of Basic Service.

**(1) Toll-Free Monthly Recurring and Usage Charge**

The Toll-Free Number Charge applies to Basic Toll-Free Service.

Domestic calls originated from 49 states are billed in 6-second increments with a 6-second minimum.

	<u>Monthly Rate</u>	<u>Max Rate</u>	(N)
Monthly Recurring Charge: per number*	\$5.00	\$12.00	(N)
Change Charge: per change	\$4.50	\$13.00(N)	
Per-Minute Charge	\$0.10	\$0.40(N)	

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\* The MRC charge will be capped at five numbers (\$25.00).



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**LOCAL EXCHANGE SERVICE**

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**SECTION 3 - Service Descriptions, cont'd.**

**3.3 Operator Assistance, cont'd.**

**3.3.1 Operator Assisted Surcharges:** The following surcharges will be applied on a per call basis.

	<u>Current</u>	<u>Maximum</u>
Third Number Billing (Operator Dialed)	\$2.00	<b>\$5.00</b> (N)
Third Number Billing (Customer Dialed)	\$2.00	<b>\$5.00</b> (N)
Calling Card (Operator Dialed)	\$2.00	<b>\$5.00</b> (N)
Collect Calling (Operator Dialed)	\$2.00	<b>\$5.00</b> (N)
Collect Calling (Customer Dialed)	\$2.00	<b>\$5.00</b> (N)
Person to Person (Operator Dialed)	\$4.00	<b>\$8.00</b> (N)
Person to Person (Customer Dialed)	\$4.00	<b>\$8.00</b> (N)
Station to Station (Operator Dialed)	\$2.00	<b>\$5.00</b> (N)
General Assistance	N/C	

**LOCAL EXCHANGE SERVICE**

**SECTION 3 - Service Descriptions, cont'd.**

**3.4 Directory Listings, cont'd.**

**3.4.5 (cont'd)**

- 4. Unlisted/Non-Directory Listed:** A non-directory listed number will be (T)  
furnished at the Customer's request, providing for the omission or deletion of  
the Customer's listing from the telephone directory. Such Listings will be carried  
in the Company's directory assistance and other records and will be given to any  
calling party. Rates for Nonlisted Listings are specified in Section 3.4.6.

**3.4.6 Directory Listings Rates**

	<u>Residential</u>				<u>Business</u>				
	<u>Monthly</u>		<u>NRC</u>		<u>Monthly</u>				
	<u>Curr</u>	<u>Max</u>	<u>Curr</u>	<u>Max</u>	<u>Curr</u>	<u>Max</u>	<u>Curr</u>	<u>Max</u>	
Primary Listing	N/C	N/C	N/C	N/C	N/C	N/A	N/A	N/A	
Add'l/Foreign List	\$2.00	5.00(I)	\$5.00	\$10.00(N)	\$2.95	\$10.00I	\$20.00	\$40.00(N)	(N)
Non-Published	\$2.00	5.00(I)	\$5.00	\$10.00(N)	\$2.00	\$10.00I	\$20.00	\$40.00(N)	(N)
Unlisted	\$2.00	5.00(I)	\$5.00	\$10.00(N)	\$2.00	\$10.00I	\$20.00	\$40.00(N)	(N)
Change Listing	N/A	N/A	\$5.00	\$10.00(N)	N/A	N/A	\$20.00	\$40.00(N)	(N)

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**SECTION 3 - Service Descriptions, cont'd.**

**3.5 Emergency Services (Enhanced 911)**

Allows Customers to reach appropriate emergency services including police, fire and medical services. Enhanced 911 has the ability to selectively route an emergency call to the primary E911 provider so that it reaches the correct emergency service located closest to the caller. In addition, the Customer's address and telephone information will be provided to the primary E911 provider for display at the Public Service Answering Point (PSAP).

**3.6 Custom Telephone Numbers**

When establishing service where a new telephone number is assigned, the Company may attempt to match the last four digits of the Customer's previous telephone number at no additional charge. Custom Telephone Number will charges apply for all other specifically requested telephone numbers. At the Customer request, the Company may assign a telephone number with the last four digits selected by the Customer. The assignment is subject to availability of a particular number and subject to the terms and conditions set forth herein and in Section 2.1.3.

The following charges will apply for Custom Telephone Numbers:

	Non-Recurring (per number)		Monthly Recurring (per number)	
	<u>Current</u>	<u>Max</u>	<u>Current</u>	<u>Max</u>
Business	\$100.00	\$250.00	\$3.50	\$10.00

(D)

**3.7 Residential Customer Referral Discount Coupon.**

A one-time discount coupon will, at the companies discretion, be distributed from Cox Communication employees and referring Cox Digital Telephone subscribers, entitling new Customers to a discount on Cox Digital Telephone (CDT) Service. To redeem the coupon, it must be presented as described on the coupon and within 90 days of CDT installation. A new Customer is defined as one who has never subscribed to Cox Digital Telephone Service prior to submitting the referral coupon.

**3.8 Telecommunications Relay Service (TRS)**

Enables deaf, hard-of-hearing or speech-impaired persons who use a Text Telephone (TT) or similar devices to communicate freely with the hearing population not using TT and visa versa. A Customer will be able to access the state provider to complete such calls.

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**SECTION 7 - Miscellaneous Service Offerings**

**7.1 Toll Restriction**

Toll Restriction allows the Customer the flexibility to restrict both business and residential access lines and trunks from billable toll calls (local, domestic and/or international), but allows completion of local directory assistance calls. If a Customer attempts to dial a restricted toll call, the Customer's call will be intercepted and an announcement will advise the caller of the toll restriction.

**7.1.1 Terms and Conditions**

- Where facilities and operating conditions permit, this service will be offered to both business access lines and trunks and residential access lines.
- Toll Restriction may prevent the completion of 1+ local calls.
- Toll Restriction is available to Lifeline Customers at no charge.

**7.1.2 Rates and Charges**

	<u>NRC</u>	<u>Monthly</u>	
Business, per line or trunk	\$25.00	\$3.50	
Max Rate	<b>\$50.00(N)</b>	<b>\$10.00(N)</b>	(N)
Residence, per line	see section 3.1.2.2 (c.1), page 62		

**7.2 Employee Discounts**

A discount is allowed from the standard residence rates for services furnished at residences of officials and employees of the Company.

**7.3 Temporary Suspension of Service - Customer Initiated (Seasonal Service)**

**7.3.1 Seasonal Service - Residential**

Service may be temporarily suspended at the Customer behest. Prior to the service suspension, the Customer shall have paid for at least the first full month of service.

**7.3.1.1 Terms and Conditions**

- The suspension rate will not be applicable until after the service has been in effect for at least one full month.
- The full service rate will apply, if service is restored within 15 days after the date beginning the suspension of service.

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**SECTION 7 - Miscellaneous Service Offerings**

**7.3 Temporary Suspension of Service - Customer Initiated (Seasonal Service)  
(cont'd)**

**7.3.2 Seasonal Service - Business, cont'd.**

**7.3.2.2 Conditions of the Offer, cont'd.**

1. Seasonal can only be activated once in a 12 month period per account.
2. The minimum contract period for a customer to qualify for seasonal is 2 years.
3. An existing customer who signs up for seasonal agrees to extend their contract by either the original term of the contract or an additional year. The term of the new contract must be longer than the remaining term of the existing contract.
4. The customer either provides a forwarding address to receive their statements during the time seasonal is active, or verifies that the current billing address is accurate and active during this period of time. The customer must also provide a contact name and number if different than the non-seasonal contact information. Service will be disconnected on delinquent accounts greater than 45 days.
5. The customer must call Cox to activate seasonal and again to deactivate seasonal. A two business day minimum notice is required between 8am-5pm, Monday through Friday (excluding holidays).
6. Customer must sign this Seasonal Telephone Program Agreement and an Addendum Service Agreement in order to receive this service.

**7.3.2.3 Service Options Include:**

1. Straight seasonal - no features, Business Line is void of dial tone, eliminating the ability to make or receive calls.
2. Forward to Voice Mail -The Business Line has no dial tone.
3. Auto-dial to Alarm Service - occurs only if line with this feature goes off hook; line has no dial tone.
4. Remote Call Forwarding - line has no dial tone. Toll charges may apply.

**7.3.2.4 Rates and Pricing:**

1. One time charge to activate or de-active, \$25 NRC,  
**Max Rate \$50.00** (N)
2. Monthly recurring rate during seasonal service, \$9 MRC,  
**Max Rate \$40.00(N)** (N)
3. Additional MRC for Call Forwarding-Remote Access (option 4), \$4.50 MRC,  
**Max rate \$12.00(N)** (T)  
(N)
4. Additional services and features are priced at tariff or promotional rates.

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**LOCAL EXCHANGE SERVICE**

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***SECTION 7 - Miscellaneous Service Offerings***

**7.4 Number Referral Service**

The following charges are for Number Referral Service only and are in addition to any applicable service charges, monthly rates and nonrecurring charges with which they are associated.

**7.4.1 Rates and Charges**

**1. Residence Service**

<u>Basic Referral Service</u>	<u>Charge</u>
<u>Primary Number</u>	
• first 3 month period	N/C
• one additional 3 month period	\$10.00
• Max Rate	<b>\$20.00 (N)</b>
<u>Additional Numbers</u>	
• first 3 month period	N/C
• one additional 3 month period	\$10.00
• Max Rate	<b>\$20.00 (N)</b>

**2. Business Service**

**Basic Referral Service**

<u>Primary Number</u>	
• first month	N/C
• each month up to 12 months or new directory issue date, whichever is longer	N/C
• each month beyond 12 months or new directory issue date, whichever is longer	\$15.00
• Max Rate	<b>\$30.00 (N)</b>
<u>Additional Numbers</u>	
• first and additional months, each	\$15.00
• Max Rate	<b>\$30.00 (N)</b>

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***SECTION 7 - Miscellaneous Service Offerings***

**7.4 Number Referral Service, cont'd**

**7.4.1 Rates and Charges**

Direct Inward Dial Service

Sequential Referral Service

Charge

Primary Number

- first month N/C
- each month up to 12 months or new directory  
issue date, whichever is longer N/C
- each month beyond 12 months or new directory  
issue date, whichever is longer \$7.00
- Max Rate **\$21.00 (N)**

Additional Numbers

- first and additional month,  
each sequential number referred \$7.00
- Max Rate **\$21.00 (N)**

**Non-Sequential Referral Service**

Primary Number

- first month N/C
- each month up to 12 months or new directory  
issue date, whichever is longer N/C
- each month beyond 12 months or new directory  
issue date, whichever is longer \$7.50
- Max Rate **\$25.00 (N)**

Additional Numbers

- first and each additional month  
each non-sequential number referred \$7.50
- Max Rate **\$25.00 (N)**

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**SECTION 7 - Miscellaneous Service Offerings**

**7.5 Telecommunications Service Priority (TSP) System, Cont'd.**

**8. Rate Applications, Cont'd.**

For subsequent orders for additional lines and circuits, TSP System assignment may apply upon Customer request and review by Cox. When the TSP System is revoked, or discontinued, and the associated Service is continued in service, no charge applies for such discontinuance of Cox TSP.

When performing services under TSP where additional labor charges may apply, Cox will attempt to notify Customer of charges before the required additional labor is undertaken. The Customer, in obtaining a Priority Restoration, recognizes that quoting charges and obtaining permission to proceed with the restoration of certain Services may cause certain delays and, as a result, could jeopardize the intent of early restoration of services provided under this program.

In subscribing to the TSP System service, the Customer recognizes this condition, grants the Company the right to quote charges after the restoration or installation is completed and agrees to pay the charges.

	<b><u>Non-Recurring Charges</u></b>	<b><u>Monthly</u></b>
Priority Provisioning Installation (per line or trunk, or per circuit) <b>Max rate</b>	\$140.00 <b>\$300.00(N)</b>	N/A <b>N/A</b>
Priority Restoration Level Implementation, (per line, trunk or circuit) <b>Max rate</b>	\$140.00 <b>\$300.00(N)</b>	N/A <b>N/A</b>
Priority Level Change (per line, trunk or circuit) <b>Max rate</b>	\$5.00 <b>\$15.00(N)</b>	N/A <b>N/A</b>
Administration & Maintenance of Priority Restoration (per line, trunk or circuit) <b>Max rate</b>	N/A <b>N/A</b>	\$5.00 <b>\$15.00(N)</b>
Labor, construction, special Equipment , additional facilities, and other resources related to delivery of services under TSP conditions.	ICB	ICB

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**SECTION 7 - Miscellaneous Service Offerings**

**7.6 Foreign Exchange Service**

**1. General**

Foreign Exchange Service (FX) provides dial tone service in an exchange different from which the Customer would normally be served. The service is available to Business Customers and is provided as a voice grade service.

**2 Regulations**

1. FX is available only between exchanges where all facilities and service points are located in the same LATA.
2. FX may not be used as a means to bypass charges for intraLATA or interLATA toll services.

**3. Directory Listings**

1. One directory listing will be provided for FX in the exchange where the Customer's dial tone is obtained.
2. Additional listings will be provided at regular rates and charges.
3. Listings in other directories will be provided at the regular rate for foreign listings.

**4. Rates**

	<b><u>NRC</u></b>		<b><u>MRC</u></b>	
	<b><u>Current</u></b>	<b><u>Max</u></b>	<b><u>Current</u></b>	<b><u>Max</u></b>
1. <u>Service Provisioning</u>				
Initial	\$50	\$500	\$0	<b>\$100(N)</b>
Subsequent	N/C	\$250	\$0	<b>\$100(N)</b>
2. <u>Network Access</u>				
Per DS1/PRI	\$0	<b>\$100(N)</b>	\$20	\$180
Per Line	\$0	<b>\$100(N)</b>	\$5	\$45

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***SECTION 7 - Miscellaneous Service Offerings***

**7.7 Trouble Isolation Charge**

Trouble Isolation Charge applies to Business Customers that do not subscribe to the Company's inside wire maintenance plan, Cox Service Assurance Plan (CSAP), for each repair visit made to a premises to test the access line, up to the demarcation point, when the line tests clear and the trouble is not found in the Company facilities.

**NONRECURRING CHARGE:**

Business: Maximum = **600.00**(I), Current = \$300.00

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